



**KENYATTA UNIVERSITY**  
**SCHOOL OF HOSPITALITY AND TOURISM**  
**DEPARTMENT OF HOSPITALITY MANAGEMENT**  
 E-mail chairman-hospitality@ku.ac.ke

**SERVICE DELIVERY CHARTER**

<b>SERVICE</b>	<b>REQUIREMENTS</b>	<b>CHARGES</b>	<b>TIME LINE</b>
Unit Registration	Student Unit Reg. Form	Free	1 week
Unit Adjustment	Units Adjustment form	Free	Immediate
Processing of Postgraduate Proposal/Thesis	Fulfillment of all requirements	Free	3 weeks
Recommendation/Introduction letters	<ul style="list-style-type: none"> <li>• Request letter</li> <li>• Student ID.</li> </ul>	Free	1 day
Examination Results/Queries	Missing Marks Form	Free	2 weeks
Suggestions/Complaints/Compliments	Feedback from clientele	Free	5 working days
Clearance of Students on Completion	Student Clearance Forms	Free	Immediate
Orientation at the commencement of all courses of study	Programme Structure	Free	Within First week of course Commencement
Issue of Course Outlines for each course of study	Subject course outlines	Free	At commencement of each unit of study
Exhaustive Coverage of the approved curriculum	Course outline	Free	Semester
High quality teaching	Appropriate Resources	Free	Semester
Regular feedback regarding progress and achievement	Marked assignment/CATs and examination results	Free	At completion of each taught course
Assessment and evaluation of course work	CATs/Assignments and examination	Free	As indicated in course outline
Courteous and timely response to requests and queries	Feedback from clients	Free	Within 5 working days
A Clear outline of assignments including how they will be assessed and deadline for submission	Course outline	Free	Within the first week of each semester.

**Feedback**

- Suggestions, complaints and compliments should be sent to the Head of Department.
- Feedback may be channeled through Telephone, Fax, letter, e-mail, and suggestion box or client satisfaction questionnaire.
- Feedback shall be treated with utmost confidentiality and privacy.
- All feedback shall be addressed within five working days.

Comments and Feedback regarding the services offered should be addressed to:

The Chairman,  
Department of Hospitality Management,  
Kenyatta University  
P.O. Box 43844  
Tel. 8710901-12/ Fax 8711575  
Nairobi, Kenya  
E-mail: chairman-hospitality@ku.ac.ke